



DOIM BULLETIN



FORT HOOD DIRECTORATE OF INFORMATION MANAGEMENT
BULLETIN No. 04-08 1114th SIGNAL BATTALION

15 MAY 2004

Help Desk and IA Team Now In Building 4428

Several DOIM services have moved from Building 13 to Building 4428. The DOIM's main service facility, Building 13, will be undergoing a renovation project beginning on 20 May 2004. Due to this renovation, our primary customer service sections have temporarily relocated to Building 4428, located on the corner of 72nd Street and Service Drive. Help Desk services are now fully operational in the new location, along with the Information Assurance Team and Networking Section. The telephone numbers for the Help Desk (287-DOIM) and the IA Team (287-8462 or 287-2679) will remain the same throughout their stay in the temporary building. The DOIM would also like to remind its customers that the Telephone Service Center was relocated previously and is fully operational in Building 4444. If you have any additional questions, please contact Ms. Donna Turner, ILAN Section Chief, at 287-3262, or Mr. Jerry Brown, the IA Branch Chief, at 287-4831.

Minimal Manning of the DOIM on 18 June

The DOIM will have minimal manning on Friday, 18 June for a unit organizational day. If you have any questions, please contact the Help Desk at 287-DOIM.

New Customer Survey Available at DOIM Web Site

A new customer survey is available to our customers on the DOIM Web Site. The survey provides DOIM customers a quick and easy way to give feedback on the DOIM Services. Customers can provide feedback on nearly 20 different services, including e-mail, internet access, printing services, Help Desk support, telephone services, and much more. To access the survey, go to the DOIM Web Site at:

<http://www.hood.army.mil/doim>.

The customer survey link is on the right side of the homepage under the title "DOIM Survey." Click the button "Take the Survey" to begin. There is section at the end of the survey for written comments. We appreciate your feedback and look forward to continually improving our support. For more information on the web survey, contact the Ms. Darla Davis at 287-8274.

IMSC Meeting Scheduled for 03 June

The next Information Management Support Council (IMSC) meeting will be held on Thursday, 03 June 2004. It will be held in the Remagen Room in the III Corps Headquarters Building (Building 1001) from 0930 to 1100.

Cellular Services on Fort Hood

The DOIM web site link is now active for customers to review the services and equipment available for Official Cellular Service. You can reach the web site at: <http://www.hood.army.mil/doim>. Once on the site, choose the "Cellular" button on the left side of the web page.

Please visit the web page and review the data provided for each cellular service (line) to ensure that you are getting your money's worth! You should be receiving consolidated billing data to each cost center (organization / office) in the mail from AT&T Wireless. The bill should look similar to your home phone bill. Some customers have been returning this data to the DOIM Cellular Service Representative under the assumption that this is a bill to pay. However, this document is not a bill, it is YOUR management information. It should be marked "Not an Invoice - Do Not Pay". If customers find that they are incurring cost overruns (excess minutes used, roaming charges, long distance charges, etc), the DOIM Cellular Service Representative, Mr. Dave Jordan, can help them get a better value for the money they are spending. You can contact Mr. Jordan at 286-6662, or e-mail him at dave.jordan@us.army.mil.



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Fort Hood Directorate of Information Management
1114th Signal Battalion



AFCEA Tech Show Booth

The DOIM will have a booth at the upcoming AFCEA Tech Show to provide customers with information on Common Access Card (CAC) and Public Key Infrastructure (PKI). The AFCEA Tech Show will be held on 04 June at the Fort Hood Officer's Club. DOIM personnel at the booth will demonstrate *Middleware*, the "go-between" between the Microsoft Outlook Client and the CAC Reader. They will also show customers how to post digital certificates. Two members from the DOIM Help Desk will be at the booth conducting these demonstrations. For more information, please contact Ms. Darla Davis at 287-8274.

AG Recognition For DOIM Employees

A number of DOIM employees were recognized on Thursday, 13 May by the III Corps AG for their work during the recent Fort Hood deployments. The awardees included Jerry Brown, Michele Berry, Jim Harris, Regina Vargas, Robert Schneider, Donna Turner, Milton Cottle, Stephon Primous, Juan Vega, Tracy Massey, Gary Parker, and Shelia Boardingham. The DOIM would like to congratulate these employees for their great work.

Authorized Uses of Government Telephones

There continues to be issues with unauthorized long distance calls from Fort Hood government telephone systems. Individuals are reminded not to transfer calls out of the local calling area that would incur long distance charges. These calls are amount to fraud, waste, and abuse.

Unofficial long distance (toll) calls are permitted from a government telephone provided that they are:

1. Charged to the employee's home phone number or other non-government numbers (third party call).
2. Made to a toll-free number.
3. Charged to the called party, if a non-government number (collect call).
4. Charged to a personal telephone credit card.

AR-25-1, paragraph 6-1d, provides additional information on the authorized uses of government telephone systems. For more information, contact the DOIM IT Billing Coordinator, Ms. Sara Holt, at 287-7089 or sara.holt@us.army.mil.

DOIM Employee Retirement

Mr. Jimmie Moore retired on 30 April after more than 37 years of federal government service. Mr. Moore served as an Information Technology Specialist for the DOIM. The DOIM wishes Mr. Moore and his family the best in retirement.

Contact Information

Director: LTC Edward J. Morris Jr., 287-7109

Acting Deputy Director: Mr. Roy Walton, 287-7109

Operations Officer: Ms. Philipa Pinkard, 287-3238

Automations Officer: Mr. Jesus RosaVelez, 287-3238

ILAN Chief (Network / Helpdesk Sections): Ms. Donna Turner, 287-3262

Systems Chief (LLC / NETAPPS Sections): Ms. Barbara Duckens, 287-1052

Information Assurance Branch: Mr. Jerry Brown, 287-4831, Ms. Michele Berry (IAM), 287-3261

COMMS Branch: Mr. Gary Parker, 287-5600

Plans Branch: Mr. John McFarlin, 287-7495

Services Branch: Ms. Joan Ward, 287-0040